



2/10

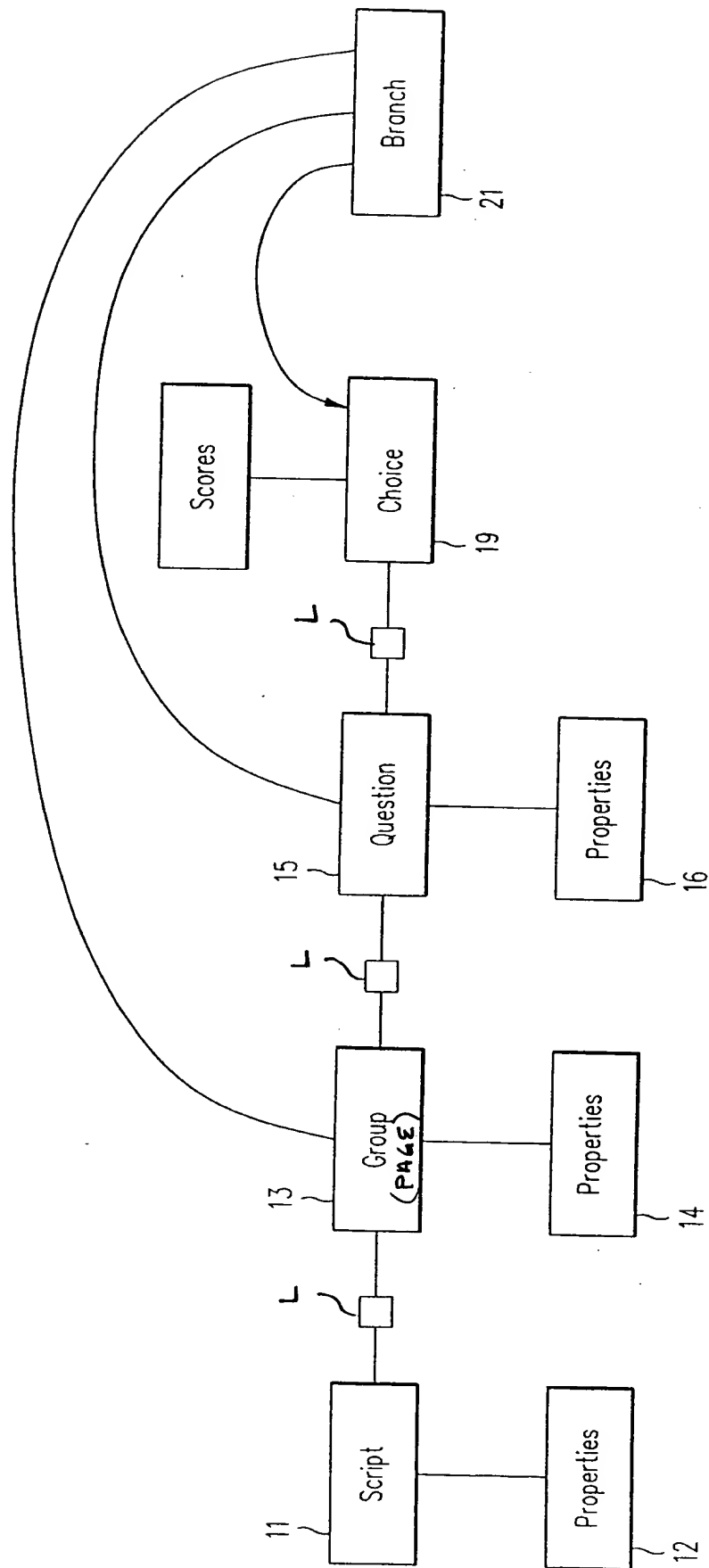


FIG. 2

Approved by examiner 9/26/02

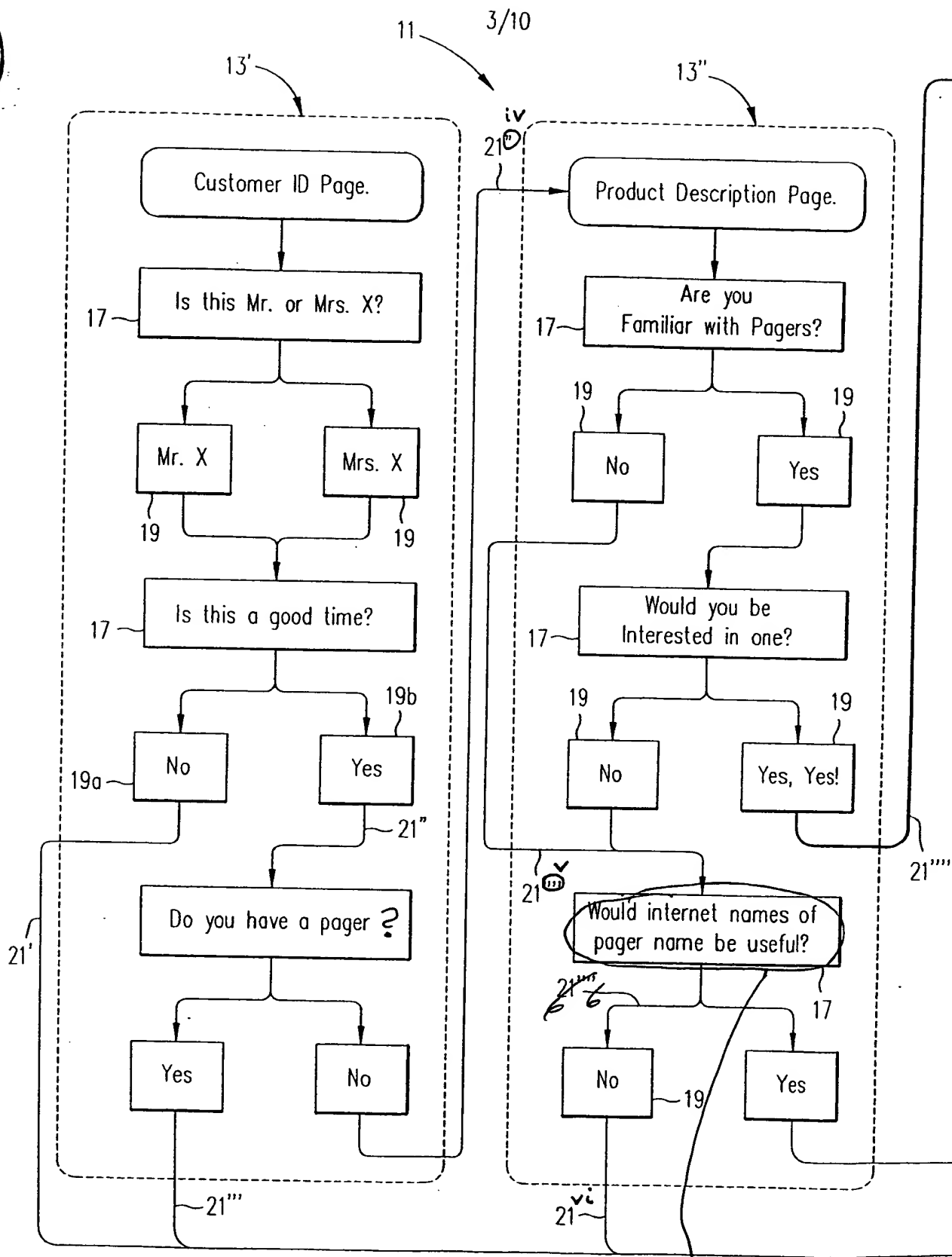


FIG. 3a

FIG. 3b

Key To

FIG. 3

FIG. 3a

WOULD INSTANT NOTICE OF NEWS ITEMS BE USEFUL?



CONVINCE

4/10

INFO

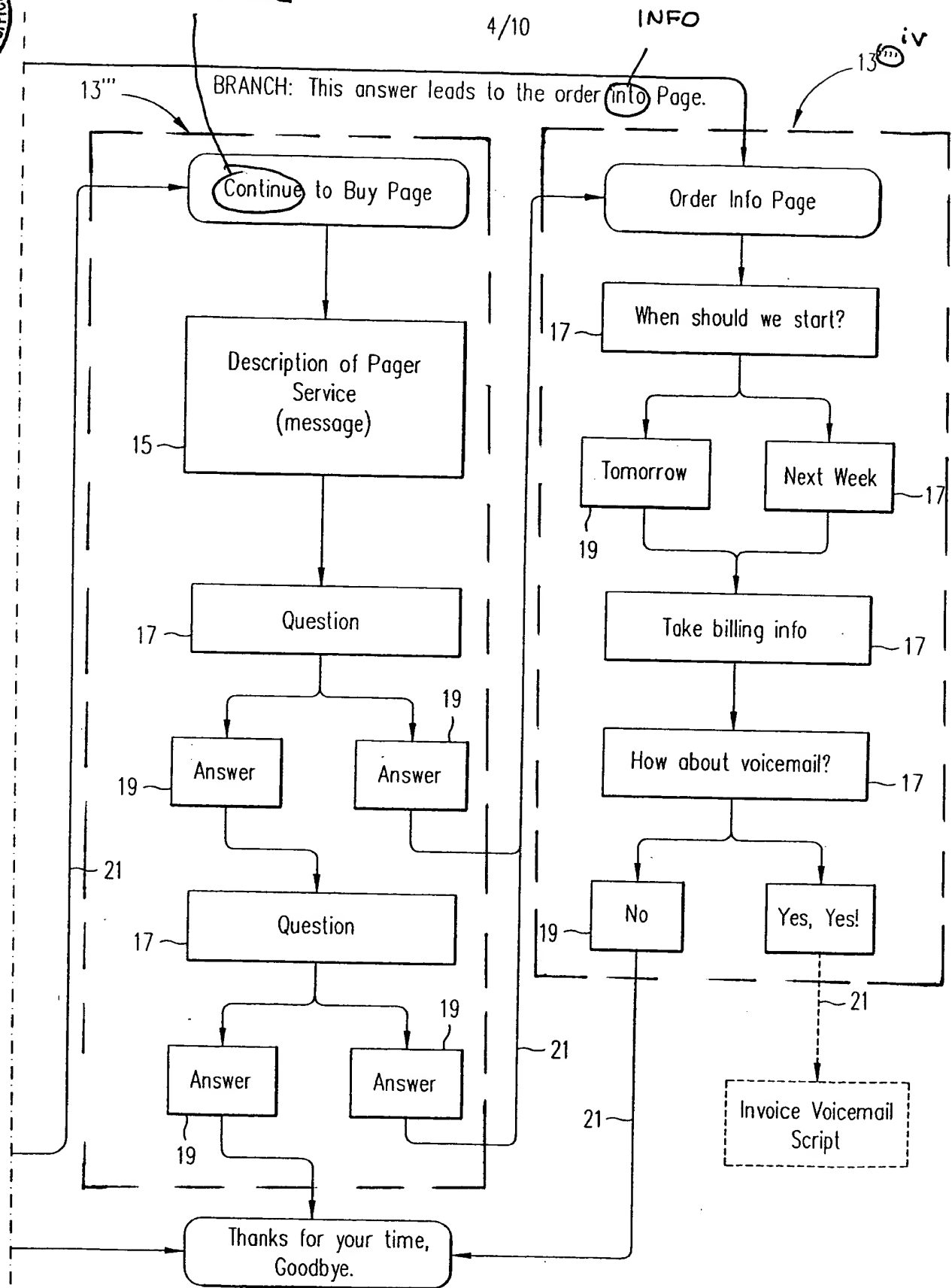


FIG. 3b

Approved by Examiner 12/30/02



7/10

61

First Name	Last Name	<input type="text"/>
Campaign Service		
Script playing area. 15		
Thank you for calling Siebel systems. This is Tiffany, how can I help you today?		
<ul style="list-style-type: none">o Need license key ~17o Need upgrade to Siebel 99 ~17• Need assistance on new SmartScript ~17		
How long have you been working with SmartScript? ~17		
<input type="text" value="1 week"/>	<input type="text"/>	19
Have you read the documentation? ~17		
<ul style="list-style-type: none">o Yeso No		

11

FIG. 6

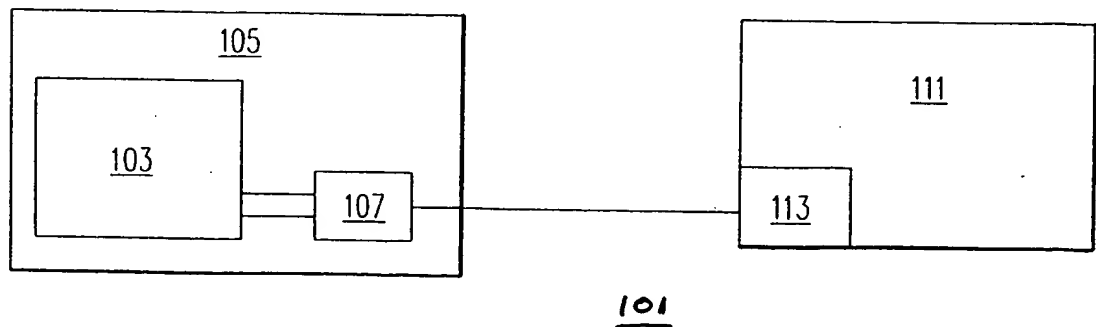


FIG. 10

Approved by examiner Allen 12/30/02

